

# CASE STUDY

## The Barker's Family



### OUR HOUSE RESTORATION

Restore | Rebuild | Renew



#### INTERIOR RENOVATION

When the Barkers bought their home a year ago, they knew the house needed some interior makeover. They were ready to hire a contractor, but previous bad experiences kept them from doing it right away. They decided to do some research and came across Our House Restoration.

"We had called a couple contractors previously and they actually did not call us back, which was somewhat frustrating, and Tami was one of the only ones that called us back right away."

#### HOW OHR HELPED

Based on our experience, we needed to spend time understanding the family's goals, so we asked them to create a list of what they wanted their dream home to look like and another list of what they need it to get done. This made it easy to set expectations for both parties. We presented them a design and we renovated their entire kitchen and living room. Additionally, OHR ended up renovating their roof and siding.

A small bump on the road! The team discovered black mold when removing a drywall. At that point OHR knew the project needed additional searching to find what was causing the moisture. The crew uncovered some rotted support beams and an active leak that didn't show up on their home inspection.

"She (Tami) warned us beforehand that we could possibly run into a problem with the project. That's just the norm with projects this size. Her ability and knowledge to recognize that and bring it to our attention, almost right when we got started, was, hands down, just awesome. If we hadn't caught that and hadn't done this project with her, we would've been in a heap of trouble with our new home structure."

#### THE RESULTS

The Barker's goal was accomplished: to turn their house into their dream home. OHR met all expectations with communication throughout the renovation process.

"One thing we really valued by working with OHR is that every day the crew was working in our house they did an incredible job of cleaning up. Tami and her crew showed up exactly when they said they would, started the demo, and then throughout the whole process they communicated with us, so we weren't thrown for any loops or surprises throughout the whole thing. That was really impressive to us."

"We noticed that Tami was going to be at the Home, Garden and Remodeling Show here in Louisville. My husband and I decided to go, and we were immediately blown away by the detail of her display. I saw her standing there talking and I thought, "I've got to call her, I've got to get in touch with her."

"When she came over she spent a good hour and a half getting to know us, getting to know the house and going over our list, and that was one of the most fun parts because at the end of that meeting we found that she was going to be able to make our dream happen within our budget."



"Our experience with OHR was really special and we would love to work with them again on future projects."